



STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
744 P Street • Sacramento, CA 95814 • [www.cdss.ca.gov](http://www.cdss.ca.gov)



EDMUND G. BROWN JR.  
GOVERNOR

August 27, 2015

Kathryn Harwell, Director  
Stanislaus County Community Services Agency  
P.O. Box 42  
Modesto, CA 95353

Dear Ms. Harwell:

This letter is to advise you that the Corrective Action Plan you submitted in response to the results of our July 21, 2014 Civil Rights Compliance Review is approved.

We will be monitoring the implementation of your corrective action items through your Civil Rights Coordinator.

If you have any questions, please contact Cindy Guzman, Consultant at (916) 654-2117. You may also contact your consultant by e-mail at [cindy.guzman@dss.ca.gov](mailto:cindy.guzman@dss.ca.gov).

Sincerely,

***Original signed by Bureau Chief***

JIM TASHIMA, Chief  
Civil Rights Bureau  
Human Rights and Community Services Division

c: William Ryan, Civil Rights Coordinator  
Linda Burrows, Civil Rights Investigator

Kim McCoy Wade, Chief  
CalFresh Policy Bureau

Carlos Ocampo, Chief  
Field Operations Bureau

Taadhimedia Haynes  
Staff Services Manager I

Sysvanh Kabkeo, Chief  
CalFresh Management Operations Section

Paul Gardes  
CalFresh Policy Bureau

Jacqueline Hom  
Refugee Programs Bureau

Joe Torres, Office of Civil Rights  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Andrew Riesenbergr  
USDA Food and Nutrition Services  
Supplemental Nutrition Assistance Program (SNAP)  
Western Region

Kevin Aslanian  
Coalition of California Welfare Rights Organizations, Inc.

Antoinette Dozier  
Western Center on Law and Poverty



**COMMUNITY SERVICES AGENCY**

**Kathryn M. Harwell**  
Director

251 E. Hackett Road  
P.O. Box 42, Modesto, CA 95353-0042  
Phone: 209.558.2500 Fax: 209.558.2558

Jim Tashima, Chief  
Department of Social Services, Civil Rights Bureau  
744 P Street, MS 6-70  
Sacramento CA 95814

**Re: Civil Rights Corrective Action Plan**

Our corrective action plan is enclosed, in response to the Compliance Review Report for the review conducted July 21, 2014.

Please distribute the Corrective Action Plan, along with the review report, to any individual who makes a request.

If you have any questions regarding this plan please contact me.

***Original signed by Linda Burrows***

Linda Burrows  
Civil Rights Investigator  
(209) 558-2949  
[burrowli@stancounty.com](mailto:burrowli@stancounty.com)

Enclosure

LB: lb  
Civil Rights Compliance Response memo 2015

cc: Kathryn Harwell, Director  
William Ryan, Civil Rights Coordinator

**STANISLAUS COUNTY COMMUNITY SERVICES AGENCY CIVIL RIGHTS  
CORRECTIVE ACTION PLAN  
JULY 2015**

**IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES**

**A. Findings and Corrective Actions**

**Corrective Actions Required – Facility Location: The East County Service Center, 1405 West F Street, Suite I, Oakdale, CA 95361**

1. Parking: Parking did not have a van-accessible space.
2. Parking: Parking did not have a van-accessible signage.
3. Parking: Parking did not have van-accessible space with a minimum of 9' wide by 18' long.
4. Outside signage: No sign with the international symbol of accessibility is at building's main entrance.
5. Main Entrance door pressure is too heavy at six (6) pounds (Right), twelve (12) pounds (Left). Should be five (5) pounds maximum.
6. Men's Restroom: Accessibility Door sign is missing.
7. Woman's Restroom: pressure is too heavy at 22 pounds. Should be five (5) pounds maximum.

**County Response – 1405 West F Street, Suite I, Oakdale, CA 95361**

8. One in every 8 accessible spaces (no fewer than 1) shall be designated van accessible. A request will be made to a painting vendor to paint the words "NO PARKING" on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". Timeline to start this project is August 2015 and should be completed by December 31, 2015.
9. Van-accessible parking to have van-accessible signage. Timeline to start this project is August 2015 and should be completed by December 31, 2015.
10. Van-accessible space to be a minimum of 9' wide by 18' long. Timeline to start this project is August 2015 and should be completed by December 31, 2015.
11. Outside Signage: A sign with the international symbol of accessibility shall be at every main entrance. Timeline to start this project is August 2015 and should be completed by October 31, 2015.
12. A request will be made to landlord to decrease the door pressure for the main entrances to five pounds or less. Timeline to start this project is August 2015 and should be completed by December 31, 2015.
13. Door symbol sign to be replaced. Men's toilet shall be identified by an equilateral triangle 1/4" thick with edges 12" long and vertex pointing upward. Wall sign shall be 58" minimum and 60" maximum above the finish floor to the center line of sign.

Timeline to start this project is August 2015 and should be completed by October 31, 2015.

14. A request will be made to a vendor to decrease the door pressure on the Woman's Restroom to five pounds or less. Timeline to start this project is August 2015 and should be completed by December 31, 2015.

**Corrective Actions Required –Facility Location: West Modesto Community Center, 401 E. Paradise Road, Building #4, Modesto, CA 95351**

1. Men's Restroom: Soap dispenser is too high at 44" above the finish floor.
2. Women's Restroom: Soap dispenser is too high at 44" above the finish floor.

**County Response – 401 E. Paradise Road, Building #4, Modesto, CA**

1. A request will be made to the vendor to lower the soap dispenser in the men's restroom to a maximum of 40" from the finish floor. Timeline to start this project is August 2015 and should be completed by October 31, 2015.
2. A request will be made to the vendor to lower the soap dispenser in the women's restroom to a maximum of 40" from the finish floor. Timeline to start this project is August 2015 and should be completed by October 31, 2015.

**V. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON ENGLISH-SPEAKING OR WHO HAVE DISABILITIES**

**A. Findings and Corrective Actions**

**Corrective Actions Required – Facility Location  
The West Modesto Community Center, 401 E. Paradise Road #4, Modesto CA**

Paradise office needs to ensure the Pub 13 is available in Braille and audio are available in the reception area for clients (page 15). Community Services Agency shall ensure the availability of auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision or manual skills where necessary to afford such persons an equal opportunity to success program services.

**County Response to 401 E. Paradise Road #4 Modesto CA**

1. PUB 13 in large print has been printed and is available in reception area.
2. PUB 13 is now available in Braille in the reception area.
3. PUB 13 in audio has been ordered through the Civil Rights Bureau. Reception staff will be informed when it arrives so they are aware it is available to our customers. Expected date of completion, September 2015.